Personalized Healthcare: One Patient at a time
Health System Partner

Largest Canadian provider of lab services

- 750,000 Canadians served by mobile services in their homes
- 20M patient visits per year
- 16 Labs, 355 Patient Service Centres
- Over 110M tests performed annually
- 5,400 employees
- 41,000 Healthcare providers supported
- 24/7 Medical Staff Support
- Canadian owned

Over 110M tests performed annually
Empower me to make my own choices

“The more information that is available which lends itself to treatment and prevention on a targeted basis, the better.”

- LifeLabs Patient
A new experience is here!

Book your appointment and view your results – all in one convenient place!
Patient Centered Connected Care

Put patients in control of their data

• Enable patients to securely share their data with their Circle of Care, such as family members, home-care staff, a specialist, or others
Treat me like an individual

If you’ve met one individual with autism, you’ve met one individual with autism.

- Stephen M, Shore
Partnering to Improve Lab Services for Children with Autism

New protocols for individuals with Autism mean patients no longer need to be sedated for blood collection.

1 in 68 children in Canada have Autism Spectrum Disorder
First lab in Canada to become Accessibility Certified
We Can Come To Your Home!

**PRICE**
Only $60 for up to three people of your choice serviced at the same location and appointment time.

**SERVICES OFFERED**
Blood tests, ECG monitoring, Holter monitoring

**LOCATION**
Now serving all of Toronto and select areas in York, Peel and Halton regions, Newmarket, Aurora, Markham, Richmond Hill, Thornhill, Vaughan, Mississauga, Brampton, Milton and more!
How might we better serve our customers?

<table>
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<tr>
<th>Motivated Well</th>
<th>Overwhelmed working professionals</th>
<th>Fitness Focussed</th>
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<td>“I know I’m at risk for health issues so I look for ways to take action to prevent getting sick. I’m pretty healthy and look for new and different ways to stay this way.”</td>
<td>“On most days I feel overwhelmed and over committed. I feel like I have little or no control over my life.”</td>
<td>“I want to stay healthy so I can train and stay in peak physical condition.”</td>
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Helping you find the right path to live a healthy life.

LifeCentre by LifeLabs™ begins by listening to what you’ve learned about your health in the past and by understanding what you want your health to look like in the future.
A personalized strategy.

We’re with you for education, discussion, consultation and support, whether you’re coping with a chronic condition, changing your lifestyle or even training for a marathon. It’s a more personal and more powerful approach to your unique health journey.
Guidance and Support
New staffing roles, customer experience and event space will provide opportunities for learning, discovery and connection.

Community Partnership
The LifeCentre’s events and service menu will reflect the unique needs and perspectives of the community in health.

New Tools
The facility will introduce new products, services and technologies.
Guidance and Support

Consultation Rooms

Educational Displays

Lifestyle coaching
How are we doing?

93% of Customers are Satisfied

94 Net Promoter Score

Testimonials

“Awesome service, breaking the old barriers and creating a pleasant and enjoyable experience.”

“If I had to choose one word, it would be AWESOME! PROGRESSIVE! The future way, now, of managing health care.”

“The LifeCentre is perfect the way it is in Barrie. Interesting to see what programming you are going to offer.”

“Very innovative centre. I like the ‘appointments only’ concept.”
BRINGING TESTING CLOSER TO THE PATIENT

Point of care testing improves patient care by integrating lab testing with other healthcare services.

Convenient and flexible service  Reduces turnaround times from hours to minutes  Equitable access to lab services in rural and remote communities
What happens when you bring the test to the patient?

✓ Decreases time-to-result, allowing better decisions to improve care
✓ Integrates lab testing with clinical visit, improving patient experience
✓ Improving convenience and access to services
Greta Thunberg
The biggest changes are likely to come from reimagining the role of the patient—the single most underused person in health care.

David Cutler, MIT Technology Review